

## Prices

Basic prices	
Registration	79.20
Subscription per month	48.00
Usage	
Standard rate per minute*	0.80
International calls/calls made abroad	Current international prices, see <a href="http://www.telenor.dk">www.telenor.dk</a>
Service numbers per minute**	1.00
Standard text message rate***	0.32
Text messages to international numbers, per message	3.20
Video telephony per minute****	1.60
Picture messages per message	2.00
Price per MB (GPRS/3G)	8.00
Max Price WAP per day	8.00
Max Price Internet per day	40.00
Standard call attempt charge	0.20
Standard call charge*****	0.20
Change of number	50.00

All prices are stated in DKK ex. VAT. Telenor Business Subscription is charged per minute. Calls to specially rated numbers and fax and data calls are charged per second.

\* The standard minute rate applies for calls and call forwards to mobile numbers, fixed-line numbers and the VoiceMail.

\*\*Plus the operator's price applicable from time to time

\*\*\*The standard text message rate applies for all text messages sent, text message receipts and text messages from VoiceMail.

\*\*\*\*Video telephony is charged per minute.

\*\*\*\*\* The standard call charge applies for ordinary calls and call forwards to mobile numbers, fixed-line numbers and VoiceMail.

## Optional services

Fixed Price for ExtensionPlan subscription per month	12.00
Optional Caller Display registration	150.00
Optional Caller Display subscription per month	5.00
DoubleSIM registration	280.00
DoubleSIM subscription per month	10.00
Free text messages per month	80.00

All prices are stated in DKK ex. VAT

## Discounts

### Subscription fee discounts

Number of subscriptions	Discount
1-4	0%
5-10	20%
11-20	30%
21-75	36%
76-150	38%
More than 150 subscriptions	Contact Telenor
Discount is granted for	
Business subscription	
Mobile Data*	
Mobile Fax	
Mobile Broadband*	
<p>ZonePlan including F2M, International Zone, SearchPlan SearchPlan Statistics, Welcome Greeting, StatusPlan, FlexiPlan, Fixed-Price in ExtensionPlan, Optional Caller Display, Mobile Switchboard, Mobile Data*, Fax and Free text messages as extra subscriptions (extra subscriptions are not included in the number of subscriptions).</p>	

\*No discount shall be granted for Mobile Data Plus subscriptions and Mobile Broadband extra subscriptions. A discount shall be granted for International Mobile Broadband.

## Usage discount – national calls

Usage	12 months	24 months	36 months
0-999	0%	2%	6%
1,000-4,999	6%	8%	12%
5,000-9,999	14%	16%	20%
10,000-24,999	15%	17%	21%
Higher usage	Contact Telenor		
Discount is granted for:			
National calls			
Call charges on national calls			
The national part of an international call			
Picture messages			
Max Price WAP and Max Price Internet (GPRS/3G)			
Mobile Data*			
National calls in an ExtensionPlan (to and from subscriptions comprised by the Business Agreement and registered in the same ExtensionPlan).			

Usage per month in DKK ex. VAT

GSM Business Agreements and Telenor Fixed-Line Agreements entered into for a minimum period of 24 months will receive an additional 2 per cent package discount for national calls. However, the 2 per cent package discount shall only be applied in case of standard discounts for both mobile and fixed-line.

\* No discount shall be granted for Mobile Data Plus and Mobile Broadband 79.

## Usage discount – international calls

Usage	12 months	24 months	36 months
0-999	8%	10%	14%
1,000-4,999	16%	18%	22%
5,000-9,999	18%	20%	24%
10,000-24,999	22%	24%	28%
Higher usage	Contact Telenor		
Discount is granted for:			
The international part of an international call.			
Usage shall be determined on a monthly basis on the final date of the invoicing period. No discount shall be granted for call charges on international calls.			

Usage per month in DKK ex. VAT

## Text message discount

Number of text messages per month	12 months	24 months	36 months
0-99	0%	2%	5%
10-199	5%	7%	10%
200-499	10%	12%	15%
500-999	15%	17%	20%
Higher usage	Contact Telenor		
Discount is granted for:			
Business subscription			
Text Message Access			
Data2Mobile Access			
Text messages in Outlook			
Industrial subscriptions			
The company's total number of text messages sent			
When calculating the usage, only text messages sent from subscriptions comprised by the Business Agreement will be included.			

The following services are included in the Business Agreement:

- ExtensionPlan
- VoiceMail
- Caller Display
- Call Forward

- Group Call/Call Waiting
- Usage Control
- Text messages from Outlook
- Call Transfer
- Number Reservation
- Balance Check

# Terms & Conditions

## 1 General

Telenor Business General Terms shall apply unless otherwise specified in the agreement. The customer shall be liable for payment of any amount registered in connection with subscriptions comprised by the agreement. The customer shall be liable for payment of any amount registered in connection with subscriptions comprised by the Business Agreement. The Agreement shall comprise Business subscription, Fixed-line subscription, Mobile Data, Mobile Fax and Mobile Broadband. Business subscriptions may be created as subscriptions for calls, data and/or fax. Subscriptions to be included in the agreement shall be listed with the agreement number.

Telenor's basic rates are the rates applicable from time to time as specified in Telenor's Business Subscription Prices and Terms, Fixed-line Subscription Prices and Terms, Mobile Broadband Prices and Terms, Multiplan Prices and Terms, and Mobile Data and Fax Prices and Terms or other lists published to replace or supplement such documents. The customer may contact Telenor at any time to request such material. Telenor shall grant a discount based on the basic rate of the subscriptions.

## 2 Commencement and duration

The Business Agreement shall come into force upon signing. The agreement shall be interminable for both parties during the term of the agreement. Subsequently, the agreement may be terminated by giving a written notice of not less than 60 days for expiry at the end of an invoice period.

## 3 Subscriptions where a contribution has been granted to purchase a terminal

Telenor may grant a contribution to purchase a new mobile phone provided that the customer undertakes to accept an

agreed monthly minimum usage for the business subscription in a period of interminability of 12 or 24 months. The price of the mobile phone shall be determined by the in-terminability period accepted by the customer.

If the invoiced usage after discount has been deducted is less than DKK 99 in one month, the difference up to the DKK 99 will be charged. Usage cannot be carried forward from one month to the next.

By expiry of the accepted interminability period, the requirement concerning minimum usage shall terminate. The subscriber may once again be granted a contribution to purchase a mobile phone subject to entering into a new agreement on minimum usage during a period of interminability.

If a contribution is not granted by Telenor to purchase a terminal, the customer shall not be obliged to any minimum usage. Fixed-price subscriptions are not comprised by minimum usage.

The following types of usage shall be included in the calculation of minimum usage

- All usage under the subscription calculated after discount has been deducted
- All extra subscription fees under the subscription calculated after discount has been deducted
- Registration charges under the subscription.

Special rules apply for termination/conversion of subscriptions within the minimum usage interminability period.

If a subscription is terminated or converted within the interminability period, a minimum usage of DKK 99 will be charged for each month of the remaining interminability period.

## 4 ExtensionPlan

ExtensionPlan is included in a Telenor Business Agreement without any extra charge. The company shall be responsible for setting up PABX and shall pay any costs related thereto.

**5 External extension numbers**

Mobile phones located abroad cannot make calls via a Speed Dial number. A user in Denmark making a call to a mobile phone located abroad may still make use of a Speed Dial number.

**6 ExtensionPlan - international**

Mobile phones located abroad cannot make calls via a Speed Dial number. A user in Denmark making a call to a mobile phone located abroad may still make use of a Speed Dial number.

**7 Free text messages**

Text messages cannot be used commercially or be resold to a third party. Free text messages include text messages sent in Denmark to Danish mobile numbers. Picture messages (MMS) and content-charged text messages, text messages sent from abroad and text messages sent to foreign telephone numbers are not comprised by free text messages and will be charged separately.

**8 Call Transfer**

Call Transfer is included in the Business Agreement. Call Transfer is the possibility of transferring a call in progress to a third party. Call Transfer functions and is charged as follows: A -> B Call Transfer -> C. This service is charged as follows: A pays as usual for the call to B. B pays for the call transfer to C. This means that B pays the total price of the call which the B -> C call generates until the call between A -> C is ended. When you have transferred a call, you no longer control the duration of the call between A and C and the price you are paying for the call. If C transfers the call to D, you will still pay for the duration of the call. If B and C are within the same ExtensionPlan, the Call Transfer will be free of charge. The possibility of transferring a call in progress may be barred.

**9 Discounts**

The discounts stated in the Business Agreement shall be calculated for each invoice period. The usage intervals in the Business Agreement are calculated per month. The discount percentages stated in

the Business Agreement shall be granted for all applicable subscriptions and all usage eligible for discount during the invoicing period. The number of subscriptions shall be determined as at the invoice date and shall determine the discount granted. The discount will be based on Telenor's basic prices.

**10 Discount limitations**

International roaming is not comprised by the discount agreement. No discount is granted for call attempts and calls to numbers and services with special charges, call charges on international calls, Mobile Data Plus usage exceeding included usage, video telephony, content-charged text messages/picture messages, text messages/picture messages sent to international numbers, telephone messages sent to e-mail and Double SIM.

**11 Expiry of discounts**

Upon expiry of the term of the agreement, the discount will no longer apply. The customer may extend the agreement by another 12 months on unchanged terms by notifying Telenor thereof in writing no later than 60 days prior to expiry of the term of the agreement.

**12 Assignment to a third party**

During the term of the agreement, the Business Agreement and related subscriptions may be assigned to a third party. The third party must assume all obligations under the Business Agreement and underlying subscriptions. However, Telenor shall approve such assignment and shall approve, for credit purposes, the third party to whom the Business Agreement and subscriptions are assigned.

**13 Fixed-price subscription**

Fixed-price subscriptions may only be used together with a Business Agreement, an Association Agreement or a Basic Agreement. If the customer chooses to create Fixed-price subscriptions, a minimum of 5 subscriptions must be Fixed-price subscriptions. Furthermore, Fixed-price subscriptions must comprise at least 75 per

cent of the total number of subscriptions under the agreement. Telenor will determine the number of subscriptions every 6 months, the first time 6 months after signing of the agreement. If the number of Fixed-price subscriptions represents less than 75 per cent of the total number of subscriptions under the agreement, Telenor reserves the right to convert the subscriptions to Business subscriptions subject to the customer's payment of a charge of DKK 100.00 for each subscription.

A Fixed-price subscription cannot be used in connection with other hardware than mobile phones. This excludes usage of a Fixed-price subscription for e.g. GSM gateways, automatic call machines and similar. In case of non-compliance, Telenor shall be entitled to disclose the relevant SIM card giving a notice of 30 days.

#### **14 Termination of Business Subscription and Fixed-price subscription**

1. Subscriptions covered by the agreement shall be terminable by the customer giving at least 90 days' written notice. However, subscriptions covered by the Business Agreement shall be interminable for the longer of the following periods:

A The term of the agreement  
B 8 months from the registration of the subscription.

However, if Telenor gives notice of amendments of the prices or terms to the disadvantage of customer, the customer shall be entitled to terminate the agreement concerning Telenor Business Subscription giving 30 days' written notice.

2. Irrespective of Clause 1, subscriptions covered by the Business Agreement shall be terminable giving 90 days' notice against payment of the relevant list price for the subscription from time to time for the longer of the following periods:

A The remaining part of the term of the agreement or B 8 months from the registration of the subscription.

When selecting a TERM of 24 or 36 months, irrespective of the above and without

payment of the amount stated in Clause 2, the CUSTOMER shall be entitled to terminate up to 10 per cent of the total number of subscriptions once a year, the first time 12 months after the commencement of the PRODUCT AGREEMENT and subsequently once a year on the date of the signing of the PRODUCT AGREEMENT. The termination must be submitted to Telenor in writing giving 90 days' notice to expire on the anniversary of the commencement of the PRODUCT AGREEMENT.

#### **15 Amendments of prices and terms**

Telenor is entitled to change the amounts, discount percentages and terms stipulated in the Business Agreement. Notice will be given of amendments to the disadvantage of the customer not less than 30 days before the change takes effect. In such cases the customer will be entitled to terminate the Business Agreement by giving a written notice of not less than 14 days provided that such notice is received by Telenor within 14 days from the customer's receipt of the notice of amendment.

#### **16 Invoicing**

Subscriptions are invoiced in advance. Other usage under the Business Agreement is calculated and invoiced in arrears. Extra products are invoiced according to the terms applied. Subscription, traffic, call attempt charges and other costs shall be determined and invoiced on a monthly basis. Terms of payment: Invoice date + 21 days.

#### **17 Confidentiality**

All information in the Business Agreement shall be confidential and cannot be disclosed to a third party. This, however, does not apply for disclosure of information which has been made publicly available pursuant to legislation or administrative regulations.

#### **18 Conversion**

It is not possible to convert a subscription to another subscription type during the interminability period agreed for the subscription.

**19 Call Forward**

Call Forward is the possibility of conditionally or unconditionally forwarding calls made to the subscriber's Telenor Business Subscription to a Double SIM secondary card, another mobile or fixed-line number or the VoiceMail.

**20 Text message receipts**

Text message receipts is the possibility of obtaining receipts/reports on delivery of text messages sent to the recipient and

receipts/reports from VoiceMail on messages received. Both services may be selected or deselected for each subscription.

**21 Standard rates**

Standard rates are the rates applying for the specific type of usage (minutes, text messages, call charges etc.) under the subscription unless otherwise stipulated.

Telenor A/S  
Skelagervej 9  
9000 Aalborg  
Denmark  
CVR No. 19433692

Telephone: +45 72 120 000  
Fax: +45 72 127 832  
E-mail: [telenor.dk/kontakt](mailto:telenor.dk/kontakt)  
Web: [www.telenor.dk](http://www.telenor.dk)